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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE RECEIVED

NOV 2 1 2002

Art Unit:

2161

Technology Center 2100

In re application of

METHODS AND SYSTEMS FOR COMMUNICATING WITH SERVICE

Smith et al.

TECHNICIANS IN A TELECOMMUNICATIONS

**SYSTEM** 

Serial No.:

10/074,325

Filing Date:

February 12, 2002

## SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

November 14, 2002

Commissioner for Patents Washington, DC 20231

Nov 1 9 2002 GROUP 3600

Dear Commissioner:

Applicants submit the enclosed Form PTO/SB/08A *Information Disclosure*Statement by Applicant (substitute for Form 1449A/PTO) and its accompanying reference for filing with the captioned patent application.

It should be noted that the enclosed reference was originally submitted to the United States Patent and Trademark Office for the captioned application in an

"Express Mail" mailing label number

EU150831220US

November 14, 2002

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10-on-the date indicated above and is addressed to the Commissioner for Patents,

Washington, De 20231

Information Disclosure Statement filed on July 16, 2002. Due to an apparent photocopying error, however, the previously submitted reference did not include several pages. Applicants respectfully submit that this error occurred inadvertently and without deceptive intent on the part of applicants or their representatives.

While applicants believe that no additional fees are required in connection with this filing, authorization is given to charge any fee deficiency (or credit any overpayment) associated with this filing to Deposit Account No. 11-1110.

Any questions or concerns regarding this filing are invited by telephone to the attention of applicants' undersigned representative.

Respectfully submitted,

Michael D. Lazzara

Will.

Registration No. 41,142

Attorney for Applicants

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PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEFORMER.

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STATEMENT BY APPLICANT			Art Unit	2161			
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Sheet	1	of	2	Attorney Docket Number	010284	Technology	Seuter 7100
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U.S. PATENT DOCUMENTS						
Examiner Initials*	Cite No. <sup>1</sup>	Document Number  Number - Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	
		6,332,163 B1	12-18-2001	Bowman-Amuah		
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FOREIGN PATENT DOCUMENTS						
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PI-930362 v1 0224285-0180

<sup>\*</sup>EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>&</sup>lt;sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at <a href="www.uspto.gov">www.uspto.gov</a> or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

Substitute for form 1449A/PTO

PTO/SB/08A (10-01)

10/074,325

February 12, 2002

Approved for use through 10/31/2002. OMB 0651-0031 U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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**Application Number** 

Filing Date

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